

Course Catalog October - December 2004

This edition of the Arizona Government University calendar marks the first time that courses taught by agencies other than the Arizona Department of Administration are listed.

This is part of the State of Arizona's Shared Training Initiative.

Our goal is to standardize courses, so that regardless which agency hosts a class, it is essentially the same and counts as the equivalent.

This makes it easier to find the course you need, in a location convenient for you, at a time that fits your schedule.

If you would like to see additional offerings, please contact us. We're always looking for ways to provide a better service.

Register at www.azgu.gov

Another Option

These eLearning courses can be taken at AzGU's Computer Lab at 100 N 15th Avenue, Suite 102 If you have any questions, call Arizona Government University at 602.771.AzGU (2948).

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Helpful Information

Basic Regulatory Investigator Course (BRIC)

This course is designed specifically for Arizona Boards & Commissions and is intended for employees who have responsibilities to conduct civil investigations. The primary objective is to provide the basic investigative concepts, skills, and techniques related to investigative conduct, including the importance of staying within their legislated authorities, understanding the practical distinctions between external, civil administrative and criminal investigations and other related areas. Provides the basic information needed to conduct administrative or regulatory investigations within the authority of the Arizona Boards and Commissions. If you have responsibilities in this area, this might be the course for you.

Facilitations

Have a need for a facilitation at your agency? We provide professional facilitators who lead teams through process improvement, issue resolution, and information needs analysis.

Note: Minimal charges may apply.

Community College Credit

Thirty-three (33) courses offered by AzGU are available for college credit at all 10 community colleges statewide. If the class you are registering for has an AZG number, it is a college credit class.

CPM Courses

The Certified Public Manager Program (CPM) is a nationally recognized management development program for public managers and supervisors. Over 20 states (including Arizona) and the federal government participate in the National CPM Consortium. The Consortium establishes accreditation requirements. This professional certification is designed to create thoughtful practitioners who apply useful managerial techniques to address public-sector challenges. The emphasis is on practical application.

Arizona Government University (AzGU) is now offering classes approved as feeder classes that will allow participants to transfer to Arizona State University (downtown campus) and complete the Certified Public Manager (CPM) Program.

CPA CLASSES

For the State's Accounting Community!!! CPA review and CPE access online!!!

Workforce Development is a critical component of AzGU. Employees can now access Wiley & Sons CPA review exam questions on line at no cost. This program includes over 2700 sample questions covering all parts of the CPA exam. AzGU has 10 licenses for this program, allowing 10 people at a time to login and practice. If there is high demand, more licenses will be purchased. Simply choose Wiley from the AzGU STARS system eCatalog or call our Registrar at 602.771.AzGU (2948).

In addition, any employee who has an accounting related job function and is taking the CPA exam can purchase Micro Mash CPA exam review for \$250. Some departments are considering covering this for their employees by using tuition reimbursement or other funds. This specific program is normally \$795. AzGU is working with the CFO's, the Comptroller and GAO to develop professional development policies.

AzGU is also working with strategic educational partners to develop online courses that count for the new "150 rule" for CPAs; "CGFM Certification" and an online version of the CPA review exam course.

Mandated Leadership (Basic Supervision)

ARS §41-763 mandates that all supervisors and managers complete Personnel Management Leadership (Basic Supervision) training. These courses include: Elements of Supervision, Coaching Employees, Team Leadership and Development, Managing Employee Performance, Positive and Negative Employee Behavior and Ethical Issues in the Public Sector. Courses may have prerequisites, which must be taken prior to enrollment. These courses are also available for college credit. An exam is required for course completion. Please check pages 31 - 33 for dates and times.

Courses Required:

MAP1001 Elements of Supervision
HRD1075 Coaching Employees
HRD1070 Team Leadership and Development
HRD1010 Managing Employee Performance
HRD1005 Positive and Negative Employee Behavior
PHI1001 Ethical Issues in the Public Sector (if not previously taken)

Registration Procedures & Cancellation Policy

Online Registration

Go to http://www.azgu.gov to register electronically. you will need your HRIS EIN (Employee Identification Number) which can be obtained online, from your paycheck, or the Registrar's office at 602.771.AzGU (2948).

Your registration confirmation email includes class date, time, location and many other class details. Please review your confirmation letter carefully to verify proper location. You may check our website to confirm your registration at http://www.azgu.gov

You may register for classes in several ways. (All classes are subject to change.)

- A. Online at http://www.azgu.gov (see above)
- B. Fax: 602.542.0462 (use attached form at the end of this booklet)
- C. Phone: 602.771.AzGU (2948)

Cancellation Policy

\$75.00 will be assessed if the student does not attend and a cancellation is not made at least 2 business days prior to class. You may cancel online or fax using the above information.

All classes begin promptly at the assigned hour.

Americans with Disabilities Act (ADA)

AzGU's Training Division complies with the provisions of Title VII of the Civil Rights Act of 1964 and the American with Disabilities Act of 1990. To request special accommodations please call 602.771.AzGU (2948).

ARIZONA FINANCIAL INFORMATION SYSTEM (AFIS)

FIN1005 1.0 AFIS Overview/Concepts

Contact Hours: 8

Introduces the Arizona Financial Information System (AFIS). This includes the core system, how the various modules relate to each other, the security and input/edit/update (IEU) features, the flexibility to customize the system to accommodate your agency needs, and the basic elements used in data entry. Teaches how to use basic accounting information (invoices, purchase orders, etc.) to prepare the data entry forms. Primary data elements are discussed in detail.

Prerequisites: None

	Beginning	Ending	Tuition
CBT	01/01/2004 08:00	12/31/2004 05:00	\$0

FIN1010 1.0 AFIS OVERVIEW Contact Hours: 4

Introduces the Arizona Financial Information System (AFIS). This includes the core system, how the various modules relate to each other, the security and input/edit/update (IEU) features, the flexibility to customize the system to accommodate your agency needs, and the basic elements used in data entry.

	Beginning	Ending	Tuition
Phoenix	11/02/2004 08:00	11/02/2004 12:00	\$0
Phoenix	12/01/2004 08:00	12/01/2004 12:00	\$0

FIN1020 1.0 AFIS CONCEPTS

Contact Hours: 4

Teaches how to use basic accounting information (invoices, purchase orders, etc.) to prepare the data entry forms. Primary data elements are discussed in detail.

Prerequisites: FIN1010 1.0 AFIS OVERVIEW

	Beginnin	ng	Ending		Tuition	
Phoenix	11/02/2004	01:00	11/02/2004	05:00	\$0	
Phoenix	12/01/2004	01:00	12/01/2004	05:00	\$0	

FIN1030 1.0 AFIS TRANSACTION ENTRY

Contact Hours: 4

Participants learn how to navigate the Arizona Financial Information System (AFIS) by utilizing the "Link To", "Help" and "Interrupt" features. They will practice entering various types of transactions (encumbrance, claim and deposit) and learn how to release the batch for processing. The procedures for correcting errors, out-of-balance situations and adding transactions are also covered.

Prerequisites: FIN1005 1.0 AFIS Overview/Concepts

	Beginnir	ng	Ending		Tuition	
CBT	01/01/2004	08:00	12/31/2004	05:00	\$0	
Phoenix	11/04/2004	08:00	11/04/2004	12:00	\$0	
Phoenix	12/02/2004	08:00	12/02/2004	12:00	\$0	

FIN1040 1.0 AFIS TRAVEL

Contact Hours: 4

Reviews the State of Arizona policy for In-State and Out-of-State travel. Prepare travel claims using sample receipts and travel data. Also, learn to edit and review sample travel claims for errors and problems prior to entering and releasing the transactions in AFIS. This class is required to obtain authorization to release travel claims in AFIS.

Prerequisites: FIN1010 1.0 AFIS OVERVIEW, FIN1020 1.0 AFIS CONCEPTS, FIN1030 1.0 AFIS TRANSACTION ENTRY

	Beginnii	ng	Ending		Tuition	
CBT	01/01/2004	08:00	12/31/2004	05:00	\$0	
Phoenix	11/24/2004	08:00	11/24/2004	12:00	\$0	

FIN1050 1.0 AFIS AMERICAN CLEARING HOUSE (ACH - PROCESSING)

Contact Hours: 4

Learn the steps of the payment cycle to process a direct deposit payment to a vendor. The ACH Authorization Form (completed by the vendor) is discussed with emphasis placed on the required information. Reviews the vendor screens to determine if a vendor is approved to receive direct deposit payments and the process for returns and reversals when errors have been detected. This class is required to obtain authorization to process ACH transactions in AFIS.

Prerequisites: FIN1010 1.0 AFIS OVERVIEW, FIN1020 1.0 AFIS CONCEPTS, FIN1030 1.0 AFIS TRANSACTION ENTRY

	Beginni	ng	Ending		Tuition	
CBT	01/01/2004	08:00	12/31/2004	05:00	\$0	
Phoenix	11/10/2004	08:00	11/10/2004	12:00	\$0	

FIN2020 1.0 AFIS BUDGET LOADING

Contact Hours: 4

The class reviews the concepts of appropriations and how they relate to agency budgets. Discussion of how the multi-purpose code field is used to determine the budgetary allotments that are calculated in AFIS. The participants will prepare budget transactions to be entered into AFIS.

Prerequisites: FIN1010 1.0 AFIS OVERVIEW, FIN1020 1.0 AFIS CONCEPTS, FIN1030 1.0 AFIS TRANSACTION ENTRY

	Beginning	Ending	Tuition \$0	
CBT	01/01/2004 08:00	12/31/2004 05:00	\$0	

FIN3020 1.0 AFIS TRANSFERS

Contact Hours: 4

Learn the uses of expenditure, revenue and operating transfer types to transfer cash to other State agencies. Make transfers between funds within an agency, and make corrections in AFIS. Learn the proper procedures for Automated transfers. This class is required to obtain authorization to release transfers in AFIS.

Prerequisites: FIN1010 1.0 AFIS OVERVIEW, FIN1020 1.0 AFIS CONCEPTS, FIN1030 1.0 AFIS TRANSACTION ENTRY

	Beginni	ng	Ending		Tuition
CBT	01/01/2004	08:00	12/31/2004	05:00	\$0
Phoenix	11/18/2004	08:00	11/18/2004	12:00	\$0

FIN3040 1.0 AFIS INQUIRY & REPORTS

Contact Hours: 4

Learn the various on-line screens of AFIS and how they can be used to review financial information. Practice the features to view information under various combinations (current year, prior year, current month, year-to-date, etc.). Learn how to request and interpret the various reports.

Prerequisites: FIN1010 1.0 AFIS OVERVIEW, FIN1020 1.0 AFIS CONCEPTS, FIN1030 1.0 AFIS TRANSACTION ENTRY

	Beginni	ng	Ending		Tuition	
CBT	01/01/2004	08:00	12/31/2004	05:00	\$0	
Phoenix	10/21/2004	08:00	10/21/2004	12:00	\$0	
Phoenix	12/16/2004	08:00	12/16/2004	12:00	\$0	

FIN3050 1.0 AFIS FIXED ASSETS ENTRY Contact Hours: 4

Enter descriptive and financial information on fixed assets purchased through the claims process. Learn how to record repairs and maintenance to previous records and use the fixed assets subsystem to maintain information about inventory items. Learn the methods used to record assets received through gifts and donations.

Prerequisites: FIN1010 1.0 AFIS OVERVIEW, FIN1020 1.0 AFIS CONCEPTS, FIN1030 1.0 AFIS TRANSACTION ENTRY

	Beginning	Ending	Tuition	
CBT	01/01/2004 08:00	12/31/2004 05:00	\$0	
Phoenix	11/23/2004 08:00	11/23/2004 12:00	\$0	

FIN4000 1.0 AFIS/HRMS CONTROL D

Contact Hours: 4

Control-D is the application used to maintain the reports issued from AFIS and HRMS. Learn how to navigate through this system to view and print reports. Reviews the retention period of archived reports as well as the process to request re-activation of archived reports.

Prerequisites: None

СВТ	Beginning		Ending		Tuition	
	01/01/2004	08:00	12/31/2004	05:00	\$0	
Phoenix	10/14/2004	08:00	10/14/2004	12:00	\$0	
Phoenix	12/09/2004	08:00	12/09/2004	12:00	\$0	

FIN4020 1.0 AFIS DATA QUERY

Contact Hours: 4

Explore the Guide Mode feature to create a data query from the beginning. Utilize the edit features to make changes to existing queries, and review each of the major components of a Data Query (table criteria, sort and print). Learn some advanced features to Data Query such as the Dialog feature, creating a report from two tables, and calculating data. This class is required to obtain access to the Data Query application.

Prerequisites: FIN1010 1.0 AFIS OVERVIEW, FIN1020 1.0 AFIS CONCEPTS, FIN1030 1.0 AFIS TRANSACTION ENTRY, FIN3040 1.0 AFIS INQUIRY & REPORTS

	Beginnin	ng	Ending		Tuition	
CBT	01/01/2004	08:00	12/31/2004	05:00	\$0	
Phoenix	10/28/2004	08:00	10/28/2004	12:00	\$0	
Phoenix	12/21/2004	08:00	12/21/2004	12:00	\$0	

FIN4030 1.0 FIXED ASSETS MAINTENANCE

Contact Hours: 4

Reviews how to maintain and update fixed asset records for such items as asset disposals, movement of assets between locations, recording depreciation, and available reports. Discuss the process used to reconcile fixed asset records.

Prerequisites: ADAFIS101 1.0 AFIS OVERVIEW, ADAFIS102 1.0 AFIS CONCEPTS, ADAFIS103 1.0 AFIS TRANSACTION ENTRY, ADAFIS305 1.0 AFIS FIXED ASSETS ENTRY

СВТ	Beginning		Ending		Tuition	
	01/01/2004	08:00	12/31/2004	05:00	\$0	
Phoenix	10/12/2004	09:00	10/12/2004	01:00	\$0	
Phoenix	12/07/2004	08:00	12/07/2004	12:00	\$0	

FIN4040 1.0 AFIS VENDOR SETUP

Contact Hours: 4

Learn the proper procedures for establishing new vendors; updating vendor information and submitting completed forms to the General Accounting Office (GAO) for entry into AFIS. The focus is on statewide uniformity and consistency in completing and submitting vendor forms, as well as ensuring the information is accurate.

	Beginning	Ending	Tuition
Phoenix	11/16/2004 08:00	11/16/2004 12:00	\$0

COMPUTER SOFTWARE

CSA1100 1.0 STARS Training - Level 1 Users

Contact Hours: 1.0

Recommended for level 1 STARS users. The objective of this training is to provide basic concepts, techniques and navigational instruction to users of the Statewide Training And Registration System (STARS) web based application.

Prerequisites: None

Phoenix	Beginning		Ending		Tuition	
	10/07/2004	09:00	10/07/2004	10:00	\$0	
Phoenix	10/21/2004	09:00	10/21/2004	10:00	\$0	
Phoenix	11/04/2004	09:00	11/04/2004	10:00	\$0	
Phoenix	12/09/2004	09:00	12/09/2004	10:00	\$0	
Phoenix	12/16/2004	09:00	12/16/2004	10:00	\$0	

CSA1200 1.0 STARS Training - Level 2 Users

Contact Hours: 1.0

Recommended for STARS users who will be apponted training approvers for other employees. The objective of this training is to instruct level 2 users how to use the Statewide Training and Registration system (STARS) web based application for management of approvee contact information and course enrollment.

Phoenix	Beginning		Ending		Tuition	
	10/07/2004	10:00	10/07/2004	11:00	\$0	
Phoenix	10/21/2004	10:00	10/21/2004	11:00	\$0	
Phoenix	11/04/2004	10:00	11/04/2004	11:00	\$0	
Phoenix	12/09/2004	10:00	12/09/2004	11:00	\$0	

CSA1300 1.0 STARS Training - Level 3 Users Contact Hours: 5

Recommended for STARS users with Level 3 Security and higher. Intended for Training Coordinators and Agency Training Facilitators, the primary objective is to provide basic concepts, techniques and navigational instruction of the Statewide Training And Registration System (STARS) for both web and citrix interfaces.

Prerequisites: None

	Beginning		Ending		Tuition	
Phoenix	10/28/2004	09:00	10/28/2004	03:00	\$0	
Phoenix	11/10/2004	09:00	11/10/2004	03:00	\$0	
Phoenix	11/23/2004	09:00	11/23/2004	03:00	\$0	
Phoenix	12/02/2004	09:00	12/02/2004	03:00	\$0	

CSA2060 1.0 VISIO MODULE I

Contact Hours: 3.50

This is a self-paced course of instruction that uses an NT Workstation and the Visio Standard software. The course is designed for those employees who will be performing basic flowcharting.

Prerequisites: CSA2000 1.0 Introduction to NT Workstation, CSA2020 1.0 WORD 97 MODULE I

	Beginning	Ending	Tuition	
Phoenix	07/01/2004 09:00	06/30/2005 02:30	\$0	

CSA2070 1.0 MS PROJECT 98 MODULE I

Contact Hours: 4.50

This course teaches MS PROJECT 98 MODULE I basics.

Prerequisites: RVGEN9120 1.0 INTRODUCTION TO PROJECT MANAGEMENT, PLN1010 1.0 PROJECT MANAGEMENT

	Beginning	Ending	Tuition	
Phoenix	07/01/2004 09:00	06/30/2005 05:00	\$0	

CSA2110 1.0 Intermediate XP Professional and Outlook 2002

Contact Hours: 4.5

This is a self-paced manual. Move through the material at your own speed. Information that you need to read appears as regular text. Throughout the manual, you are presented with activities. The instructions to perform an activity are displayed in bold text. Follow the instructions to perform each activity on the computer.

Prerequisites: CSA2100 1.0 Introduction to XP Professional & Outlook 2002

Phoenix	Beginning		Ending		Tuition	
	07/01/2004	09:00	06/30/2005	02:30	\$0	
Tucson	10/13/2004	09:00	10/13/2004	02:30	\$0	
Tucson	11/18/2004	09:00	11/18/2004	02:30	\$0	

CSA2120 1.0 Word 2002 Module I

Contact Hours: 4.5

This is a basic course that introduces the trainee to Microsoft Word 2002. This course will prepare the trainee to complete basic word processing tasks, locate and use the ADOR Local Area Network file structure, store, and print documents.

	Beginnin	ng	Ending		Tuition	
Phoenix	07/01/2004	09:00	06/30/2005	02:30	\$0	
Tucson	10/13/2004	09:00	10/13/2004	02:30	\$0	
Tucson	11/18/2004	09:00	11/18/2004	02:30	\$0	

CSA2121 1.0 Word 2002 Module 2

Contact Hours: 4.5

This is an intermediate course that prepares the trainee to complete more challenging word processing tasks such as, using the spelling checker, formatting text, setting custom features, and using the autotext features of Word 2002.

Prerequisites: CSA2120 1.0 Word 2002 Module I

Phoenix	Beginning		Ending		Tuition	
	07/01/2004	09:00	06/30/2005	02:30	\$0	
Chandler	09/02/2004	09:00	11/04/2004	02:30	\$0	
Tucson	11/18/2004	09:00	11/18/2004	02:30	\$0	

CSA2130 1.0 Excel 2002 Module I

Contact Hours: 4.5

This is a basic course of instruction to introduce the trainee to the concepts of electronic spreadsheets, cell navigation, formula preparation and execution, and printing documents.

	Beginnii	ng	Ending		Tuition	
Phoenix	07/01/2004	09:00	06/30/2005	02:30	\$0	
Chandler	09/02/2004	09:00	11/04/2004	02:30	\$0	
Tucson	10/13/2004	09:00	10/13/2004	02:30	\$0	
Tucson	11/18/2004	09:00	11/18/2004	02:30	\$0	

CSA2131 1.0 Excel 2002 Module 2 Contact Hours: 4.5

This is an intermediate course of instruction that prepare the trainee for electronic spreadsheet development including cell formatting, using built-in functions, spreadsheet formatting, and printing.

Prerequisites: CSA2130 1.0 Excel 2002 Module I

	Beginni	ng	Ending		Tuition
Phoenix	07/01/2004	09:00	06/30/2005	02:30	\$0
Tucson	10/13/2004	09:00	10/13/2004	02:30	\$0
Tucson	11/18/2004	09:00	11/18/2004	02:30	\$0

CSA2140 1.0 Access 2002 Module 1

Contact Hours: 4.5

This is a basic course of instruction that introduces the trainee to the concepts of databases, creating small databases, creating data entry forms, and using built-in wizards for queries, and reports.

Prerequisites: CSA2130 1.0 Excel 2002 Module I

	Beginning	Ending	Tuition	
Phoenix	07/01/2004 09:00	06/30/2005 02:30	\$0	

CSA2141 1.0 Access 2002 Module 2

Contact Hours: 4.5

This is an intermediate course that introduces the trainee to linking Access 2002 files to Excel spreadsheets and other databases, creating customized forms, reports, and queries, and print customized database reports.

Prerequisites: CSA2140 1.0 Access 2002 Module 1

	Beginning	Ending	Tuition
Phoenix	07/01/2004 09:00	06/30/2005 02:30	\$0

CSA2150 1.0 PowerPoint 2002 Module 1

Contact Hours: 4.5

This is a basic course of instruction to introduce trainees to the concepts of presentations using overhead and electronic slides including, navigating the software, using predesigned templating, formatting text, and printing the presentation.

Prerequisites: CSA2120 1.0 Word 2002 Module I

Beginning Ending Tuition
07/01/2004 09:00 06/30/2005 02:30 \$0

CSA2151 1.0 PowerPoint Module 2

Contact Hours: 4.5

This is an intermediate course of instructions to prepare the trainee to import and use file information from other software programs, import and use clip art, customize individual slides, create and input graphs, and display the presentation in an electronic format.

Prerequisites: CSA2150 1.0 PowerPoint 2002 Module 1

Beginning Ending Tuition

Phoenix 07/01/2004 09:00 06/30/2005 02:30 \$0

CSA2220 1.0 Word 2000 Module I

Contact Hours: 8

You will learn basic Word 2000 skills. Using text editing, printing, character and paragraph formatting, tabs, indenting, numbers and bullets and section breaks and find and replace.

Prerequisites: None

Phoenix

Beginning Ending Tuition

Phoenix 11/15/2004 08:00 11/16/2004 12:00 \$0

CSA2230 1.0 Excel 2000 Module I

Contact Hours: 8

You will learn the basics of Excel 2000. Creating and working with workbooks, entering and editing data, formatting and auto format. The following is a partial list of the topics covered in this course.

Prerequisites: None

	Beginnin	ng	Ending		Tuition
Phoenix	10/07/2004	08:00	10/08/2004	12:00	\$0
Phoenix	11/03/2004	08:00	11/04/2004	12:00	\$0
Phoenix	12/06/2004	08:00	12/07/2004	12:00	\$0

CSA2231 1.0 Excel 2000 Module II

Contact Hours: 8

You will learn the intermediate skills and knowledge for Excel 2000. You will be working with data, worksheets, workbooks and files. You will use range names, labels and the paste special function.

Prerequisites: HCMSTEXL1000 1.0 Excel Foundation

	Beginnin	ıg	Ending		Tuition	
Phoenix	10/12/2004	08:00	10/13/2004	12:00	\$0	
Phoenix	11/08/2004	08:00	11/09/2004	12:00	\$0	
Phoenix	12/13/2004	08:00	12/14/2004	12:00	\$0	

CSA2240 1.0 Access 2000 Module I

Contact Hours: 8

You will learn the basics of using this Microsoft database program. Work with tables, find data, filter data, and create basic input forms and reports. Tables are the basic structures of the database that allow input and manipulation of data.

Prerequisites: HCMSTWIN0001 1.0 Windows Terminology/Mouse Basics, HCMSTWIN1000 1.0 Windows Foundation

	Beginni	ng	Ending		Tuition
Phoenix	10/14/2004	08:00	10/15/2004	12:00	\$0
Phoenix	11/17/2004	08:00	11/18/2004	12:00	\$0
Phoenix	12/08/2004	08:00	12/09/2004	12:00	\$0

CSA2241 1.0 Access 2000 Module II Contact Hours: 8

You will enhance novice level skills and knowledge for this popular Microsoft database program. Work with advanced table and query design, use file utilities, editing tools and perform advanced forms and reports design. Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	10/27/2004 08:00	10/28/2004 12:00	\$0
Phoenix	11/22/2004 08:00	11/23/2004 12:00	\$0
Phoenix	12/15/2004 08:00	12/16/2004 12:00	\$0

EMPLOYEE DEVELOPMENT

ADDISC101 1.0 DISC PERSONAL DEVELOPMENT PROFILE

Contact Hours: 4

Ever wonder why those you work around do things the way they do? Perhaps the DiSC can help. While not a psychology course, this class can provide insight into your work behavior and the behavior of others. If you know how your supervisor "prefers" things you can be more successful by providing information the way he/she wants it.

Prerequisites: None

	Beginning		Ending		Tuition	
Phoenix	10/06/2004	01:00	10/06/2004	05:00	\$0	
Phoenix	12/01/2004	08:00	12/01/2004	12:00	\$0	

ADORI100 1.0 NEW EMPLOYEE ORIENTATION

Contact Hours: 4

Know your responsibilities as public employees, your rights as provided by the Merit System, your role in the Performance Appraisal for State Employees (PASE), and the Grievance and Discipline processes? Get that and more. (Required for all employees with less than one year in State Service, and beneficial for those who want or need an "update.") Ideally, new employees should attend during their first week of employment.

	Beginning		Ending		Tuition	
Phoenix	10/04/2004	08:00	10/04/2004	12:00	\$0	
Phoenix	10/18/2004	08:00	10/18/2004	12:00	\$0	
Tucson	10/21/2004	08:00	10/21/2004	12:00	\$0	
Phoenix	10/25/2004	08:00	10/25/2004	12:00	\$0	
Phoenix	11/02/2004	08:00	11/02/2004	12:00	\$0	
Phoenix	11/08/2004	08:00	11/08/2004	12:00	\$0	
Phoenix	11/15/2004	08:00	11/15/2004	12:00	\$0	
Phoenix	11/22/2004	08:00	11/22/2004	12:00	\$0	
Phoenix	11/29/2004	08:00	11/29/2004	12:00	\$0	
Phoenix	12/06/2004	08:00	12/06/2004	12:00	\$0	
Phoenix	12/13/2004	08:00	12/13/2004	12:00	\$0	

COM1001 1.0 CUSTOMER SERVICE

Contact Hours: 8

A sign in a pizza parlor reads "You may make pizza all day long, but the customer only eats one." Quite a reminder. Learn the skills necessary to develop and deliver top-notch customer service. Discover the magic of empowering employees as problem solvers. Learn how to handle difficult customers and determine customer requirements.

Prerequisites: None

	Beginning	Ending	Tuition	
Phoenix	10/20/2004 08:00	10/20/2004 05:00	\$0	

HRD1050 1.0 SELECTION INTERVIEWING

Contact Hours: 8

Overview of interviewing issues related to the hiring process. Includes the strategic importance and partnership of selection and placement, perspective of applicants, overview of the selection process, techniques for assessing job applicants, guidelines and standards for selection, placement, and illegal discrimination.

	Beginning	Ending	Tuition	
Phoenix	11/17/2004 08:00	11/17/2004 05:00	\$0	

LAW1001 1.0 EMPLOYMENT LAW IN STATE GOVERNMENT I - ADA/FMLA

Contact Hours: 4

This course gives an overview of the Americans with Disabilities Act (ADA) and the Family Medical Leave Act (FMLA). Responsibilities of state employees to comply with these laws and to ensure others comply. Covers the procedures for responding to both employee and customer accommodation requests. Under no circumstances should the contents of this course be used or cited as authority for setting or sustaining a legal position.

Prerequisites: None

	Beginning		Ending		Tuition
Phoenix	12/07/2004	08:00	12/07/2004	12:00	\$0
Phoenix	12/08/2004	08:00	12/08/2004	12:00	\$0

LAW1002 1.0 EMPLOYMENT LAW IN STATE GOVERNMENT II - EEO/AA

Contact Hours: 4

Overview of biased and prejudicial behavior, and how it affects an organization. Examination of Equal Employment Opportunity (EEO) and Affirmative Action (AA) laws. Addresses the legal meaning of these laws as well as the roles and responsibilities of supervisors, managers and employees to comply with the laws and state policies. Under no circumstances should the contents of this course be used or cited as authority for setting or sustaining a legal position.

Prerequisites: AZG100C 1.0 EMPLOYMENT LAW IN STATE GOVERNMENT I - ADA/FMLA

	Beginning	Ending	Tuition
Phoenix	12/08/2004 08:00	12/08/2004 12:00	\$0

LDP404 1.0 INTRODUCTION TO PUBLIC SPEAKING

Contact Hours: 8

Wonder why you're not being heard? This class will provide you the basic concepts to assist in communicating your ideas, suggestions or points of view while participating in meetings, general discussions or presenting information to staff or the general public. You will learn how to prepare and organize a speech or presentation, how to respond to challenges and questions and how to avoid stammering. You will actually experience public speaking in a safe, friendly and encouraging environment. PLEASE BRING A BLANK VIDEOTAPE WITH YOU TO CLASS.

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	11/10/2004 08:00	11/10/2004 05:00	\$0

PLN1010 1.0 PROJECT MANAGEMENT

Contact Hours: 16

An introduction to the basic principles and practices of project management. Learn how to define and organize a project; plan a project using WBS, Gantt Charts, and Network Diagrams; implement and control the successful completion of a project; and how to effectively complete and evaluate a project.

	Beginning	Ending	Tuition	
Phoenix	10/26/2004 08:00	10/27/2004 05:00	\$0	

PRD1020 1.0 TIME MANAGEMENT

Contact Hours: 8

Examine the importance of time and its peculiar nature. Learn ways individuals waste time and identify those "wasters" significant to their respective job. Build awareness of lost-time practices, situations, and remedies to those practices, making them more efficient on the job.

Prerequisites: None

	Beginning	Ending	Tuition
Phoenix	10/13/2004 08:00	10/13/2004 05:00	\$0

PRD1050 1.0 CAREER SKILLS

Contact Hours: 4

Consider the importance of personal and career planning and assessing talents. Includes working and communication styles, inventory of skills, importance of accomplishments, professional assets and liabilities, and researching opportunities within the organization.

	Beginning	Ending	Tuition
Phoenix	11/03/2004 08:00	11/03/2004 12:00	\$0

HRD1020 1.0 PREVENTING SEXUAL HARASSMENT

Contact Hours: 4

Do you know legal criteria for sexual harassment and the types of behavior that meet the legal criteria for sexual harassment? Learn them now. Included are possible strategies/responses employees can use to respond to and discourage the non-acceptable actions, behaviors, or communication of others. Includes state agency sexual harassment policies and guidelines. Learn the process for filing a sexual harassment complaint, and a general employee grievance, as well as options and resources available to employees when filing a complaint of sexual harassment. Also, included is a discussion regarding the "Equal Employment Opportunity Commission Charge Process."

Prerequisites: None

Phoenix	Beginning		Ending		Tuition
	10/01/2004	01:00	10/01/2004	05:00	\$0
Phoenix	10/07/2004	01:00	10/07/2004	05:00	\$0
Tucson	10/22/2004	08:00	10/22/2004	12:00	\$0
Phoenix	11/02/2004	01:00	11/02/2004	05:00	\$0
Phoenix	12/02/2004	01:00	12/02/2004	05:00	\$0

WED1005 1.0 WORKPLACE VIOLENCE

Contact Hours: 4

The United States is the most violent nation in the western world. And the violence does not end when we go to work. In this class, you will hear case studies of recent acts of workplace violence. From there, you will be able to identify possible warning signs of workplace violence, identify warning signs of domestic violence, and you will review workplace violence prevention tips.

	Beginning	Ending	Tuition
Phoenix	10/28/2004 08:00	10/28/2004 12:00	\$0

PHI1001 1.0 ETHICAL ISSUES IN THE PUBLIC SECTOR

Contact Hours: 4

A.R.S. § 38-591 and 39-592 mandate all state employees take this course within six months of their date of hire. Basic ethical philosophies including ethics, integrity, professionalism, and public trust. Examination of differences in perceptions of ethical behavior. Overview of the "Value Profile," how it is formulated, and how values change. Covers the fourteen ethical standards specifically required for state employees and how to prevent impropriety in the public eye. Also includes causes for dismissal or discipline. Specific State of Arizona rules, laws and policies pertaining to ethical behavior and the proper action expected of an Arizona State Employee when faced with ethical dilemmas in government employment.

	Beginni	ng	Ending		Tuition	
CBT	07/01/2004	08:00	06/30/2005	05:00	\$0	
Phoenix	07/01/2004	09:00	06/30/2005	02:30	\$0	
Phoenix	10/06/2004	01:00	10/06/2004	04:30	\$0	
Phoenix	10/19/2004	08:00	10/19/2004	05:00	\$0	
Tucson	10/21/2004	01:00	10/21/2004	05:00	\$0	
Phoenix	10/25/2004	08:00	10/25/2004	12:00	\$0	
Phoenix	11/03/2004	01:00	11/03/2004	04:30	\$0	
Phoenix	11/24/2004	08:00	11/24/2004	12:00	\$0	
Phoenix	12/01/2004	01:00	12/01/2004	04:30	\$0	
Phoenix	12/02/2004	08:00	12/02/2004	12:00	\$0	
Phoenix	12/16/2004	08:00	12/16/2004	11:00	\$0	

General

PLN1001 1.0 Strategic Performance Measures

Contact Hours: 4

This is a "How To" course on the Strategic Performance Measurement Process. The participant will learn to recognize and write performance indicators, outputs, outcomes, inputs, effciency and quality strategic measures. (ethics)

	Beginni	ng	Ending		Tuition
Phoenix	10/21/2004	08:00	10/21/2004	12:00	\$0
Phoenix	11/18/2004	08:00	11/18/2004	12:00	\$0
Phoenix	12/16/2004	08:00	12/16/2004	12:00	\$0

LEADERSHIP (BASIC SUPERVISION)

HRD1005 1.0 POSITIVE AND NEGATIVE EMPLOYEE BEHAVIOR

Contact Hours: 8

Gone are the days when "supervision by intimidation" was a viable management technique. Today's employees require their supervisors to correct their errors, let them know when they've done wrong **And** reinforce them through empowerment. Learn techniques to get the most from your employees.

Prerequisites: None

Phoenix	Beginning		Ending		Tuition
	10/21/2004	08:00	10/21/2004	05:00	\$0
Phoenix	11/09/2004	08:00	11/09/2004	04:30	\$0
Tucson	11/19/2004	08:00	11/19/2004	05:00	\$0
Phoenix	11/30/2004	08:00	11/30/2004	05:00	\$0

HRD1010 1.0 MANAGING EMPLOYEE PERFORMANCE

Contact Hours: 8

Coaching is a tool to enhance performance. This class defines the process to establish an employee performance plan and conduct employee performance evaluations. Learn to give feedback throughout the rating period and techniques for an effective employee performance planning appraisal session. Discover the importance of complete documentation according to agency requirements.

Phoenix	Beginning		Ending		Tuition	
	10/19/2004	08:00	10/19/2004	05:00	\$0	
Tucson	11/18/2004	08:00	11/18/2004	05:00	\$0	
Phoenix	11/23/2004	08:00	11/23/2004	05:00	\$0	

HRD1070 1.0 TEAM LEADERSHIP & DEVELOPMENT

Contact Hours: 8

"The Diamondbacks win the World Series." Learn these techniques to help you team develop "world champion" qualities. Capture goal setting, motivation, team communication and more.

Prerequisites: None

	Beginning		Ending		Tuition	
Phoenix	10/13/2004	08:00	10/14/2004	04:00	\$0	
Phoenix	10/14/2004	08:00	10/14/2004	05:00	\$0	
Phoenix	11/16/2004	08:00	11/16/2004	05:00	\$0	
Tucson	11/17/2004	08:00	11/17/2004	05:00	\$0	

HRD1075 1.0 COACHING EMPLOYEES

Contact Hours: 8

To learn a sport requires a good coach to teach the fundamentals. The job is not a game, or is it? Learn techniques to help develop your employees into all-stars.

	Beginning		Ending		Tuition	
Phoenix	10/12/2004	08:00	10/12/2004	05:00	\$0	
Phoenix	10/20/2004	08:30	10/20/2004	04:00	\$0	
Phoenix	10/20/2004	08:30	10/20/2004	04:00	\$0	
Phoenix	11/04/2004	08:00	11/04/2004	05:00	\$0	
Tucson	11/16/2004	08:00	11/16/2004	05:00	\$0	
Phoenix	12/15/2004	08:30	12/15/2004	04:00	\$0	

MAP1001 1.0 ELEMENTS OF SUPERVISION

Contact Hours: 8

So now you're a supervisor. How will you act? What's the best way to get your subordinates to follow your direction? When you copy the supervisory styles of others, why doesn't that work for you? Get the answers to these questions and more.

	Beginning	Ending	Tuition	
Phoenix	11/02/2004 08:00	11/02/2004 05:00	\$0	
Tucson	11/15/2004 08:00	11/15/2004 05:00	\$0	

OTHER COURSE DESCRIPTIONS

ADGAO100 1.0 GAO TRAVEL POLICY

Contact Hours: 4

Going somewhere? Know the policy? Know how to get reimbursed? Learn the Travel Policy and its relationship to the travel claim form. Tips will be provided for travel reimbursement.

Prerequisites: None

	Beginning		Ending		Tuition	
Phoenix	10/26/2004	08:00	10/26/2004	12:00	\$0	
Phoenix	11/30/2004	08:00	11/30/2004	12:00	\$0	
Phoenix	12/14/2004	08:00	12/14/2004	12:00	\$0	

ADOML100 1.0 OPEN MEETING LAW

Contact Hours: 4

This class will focus on the basic requirements of the Open Meeting Law, including both Public and Executive Sessions. Special emphasis will be placed on Agenda Writing and Notice Requirements. This class is taught by a representative of the Arizona Attorney General's Office.

	Beginning	Ending	Tuition	
Phoenix	11/09/2004 08:30	11/09/2004 12:30	\$0	

WED1010 1.0 Substance Abuse In The Workplace

Contact Hours: 3.5

This 3.5 hour class provides participants with knowledge about the consequences of using drugs in the workplace. Participants will discuss the cost of abuse in the workplace to state agencies. They will also discuss the pro's and con's of a drug free work environment. An agency policy will be used as the model to illustrate the steps for dealing with individuals who abuse drugs.

	Beginnii	ng	Ending		Tuition	
Phoenix	10/26/2004	08:30	10/26/2004	12:00	\$0	
Phoenix	11/30/2004	08:30	11/30/2004	12:00	\$0	
Phoenix	12/16/2004	08:30	12/16/2004	12:00	\$0	

PUBLIC PROCUREMENT

ADAZSPO101 1.0 CERTIFICATE IN PUBLIC PROCUREMENT

Contact Hours: 8

This one-day class provides procurement customers (end-users), and procurement professionals with a fundamental understanding of, and a common lexicon for public procurement. It focuses on the laws and regulations that govern public procurement practices in Arizona and explains the various procurement methods available. The primary focus is to demystify public procurement and to serve as the basis for advanced Arizona State Procurement Institute classes. The target audience is everyone who develops, uses, or is affected by public buying or contracting in Arizona, including anyone with purchasing authority for an agency, those who supervise purchasing activities, end-users (customers of procurement practitioners) and program, auditing and accounting personnel. Completion for certification requires a passing grade on a written examination at the close of each class. This course is the prerequisite for all other State Procurement Institute offerings, with the exception of the "Doing Business with the State" series.

ARIZONA STATE PROCUREMENT INSTITUTE (ASPI) CLASSES ARE SUBJECT TO A \$100 CHARGE PER STUDENT, PER CLASS, PER DAY OR PARTIAL DAY, PLEASE CHECK WITH THE PROCUREMENT OFFICE AT 602.542.9131 FOR MORE INFORMAITON.

	Beginnin	ng	Ending		Tuition	
Phoenix	10/22/2004	08:30	10/22/2004	04:30	\$100	
Phoenix	11/05/2004	08:30	11/05/2004	04:30	\$100	
Phoenix	12/03/2004	08:30	12/03/2004	04:30	\$100	

ADAZSPO201 1.0 FOUNDATION CERTIFICATE IN PUBLIC PROCUREMENT

Contact Hours: 8

A one-day course that provides a basic understanding of the principles and skills needed to conduct informal solicitations (purchases under \$35,000) in compliance with the Arizona Procurement Code. This competency-based course covers fundamental processes and techniques to enhance the professional development in the field of public procurement. Completion of this Foundation Course is required of procurement professionals in Arizona state agencies with delegation authority.

Prerequisites: None

Beginning Ending Tuition

Phoenix 11/29/2004 08:30 11/29/2004 04:30 \$100

ADAZSPO301 1.0 JOURNEY CERTIFICATE IN PUBLIC PROCUREMENT

Contact Hours: 16

A challenging two-day course covering advanced governmental procurement techniques. The class addresses such topics as determining the best vendor selection technique for a solicitation, acquisition planning and value analysis. The course also provides an overview of terms and conditions, and provides an introduction to the Uniform Commercial Code. The target audience is career path procurement officials.

Prerequisites: None

Beginning Ending Tuition

Phoenix 10/07/2004 08:30 10/08/2004 04:30 \$200

ADAZSPO401 1.0 PROFESSIONAL CERTIFICATE IN PUBLIC PROCUREMENT

Contact Hours: 16

This class focuses on the management and administration aspects of governmental procurement. The academic topics covered in this course include; privatization programs; contract performance and procurement benchmarking; protests and claims; dispute resolution; negotiations; and supervision of procurement practitioners. Completion for certification requires a passing grade on a written examination at the close of each class.

Prerequisites: None

Beginning

Ending

Tuition

Phoenix

11/02/2004 08:30

11/03/2004 04:30

\$200

ADAZSPO510 1.0 SPECIFICATION WRITING FOR PUBLIC PROCUREMENT

Contact Hours: 8

This competency-based, one-day workshop approaches the responsibility for communication among the end-user, the procurement professional and the vendor from a technical writing perspective. Participants learn about tools and methods to avoid ambiguity, enhance clarity and increase credibility in their descriptions of services and commodities.

Prerequisites: None

Beginning

Ending

Tuition

Phoenix

12/10/2004 08:30

12/10/2004 04:30

\$100

ADAZSPO515 1.0 NEGOTIATIONS IN PUBLIC PROCUREMENT

Contact Hours: 8

Negotiations in Public Procurement - AzSPO 515 is designed to instruct and help prepare the Procurement professional in the increasingly important role of contract negotiations. This one-day course includes a review of the goals and guiding principles for negotiations and analysis of the negotiation process. The negotiation process stresses pre-negotiation planning, developing approaches, agendas, discussions, styles, and strategies. Additionally, an overview is presented on the state procurement code and negotiations. There will be a role-playing exercise to help the students assimilate the various class components. This course is recommended for procurement practitioners and responsible parties who are involved in conducting evaluations/negotiations as part of their assigned duties. Prerequisites: Certificate in Public Procurement - AzSPO 101, Foundations in Public Procurement - AzSPO 201, Journey Certificate in Public Procurement - AzSPO 301, and Contracting for Services in Public Procurement - AzSPO 505. The cost of this course is \$100.00.

	Beginning	Ending	Tuition	
Phoenix	12/10/2004 08:30	12/10/2004 04:30	\$100	
Phoenix	11/17/2004 08:30	11/17/2004 04:30	\$100	



ARIZONA GOVERNMENT UNIVERSITY

100 N. 15th Avenue #102 Phoenix, AZ 85007 602.771.AzGU (2948) Fax 602.542.0462

REGISTRATION APPLICATION

Enrollment in the class(es) listed below is contingent upon availablity and supervisor's approval. If a requested class is unavailable, placement will be made in the next available class. Deadline for enrollment and cancellation is 2 working days prior to the class.

Send only one registration form per person.

Refer to the Arizona Government University website: http://www.azgu.gov or the Course Catalog for prerequisites. Please provide cancellations online, by phone or fax, two business days prior to class.

To register for a class, please PRINT information in the spaces below. 1. EIN (Employee Identification Number) 2. NAME (Last, First MI) 3. Agency/Division 4. ADDRESS (Street, City, State, Zip Code) 5. Phone Number Ext. 6. FAX Please enter the class name, and class date in the indicated spaces for each class you wnat to attend. If you are registering for a class that requires completion of a prerequisite course, please enter the date of completion. CLASS DATE **CLASS NAME** Please list any ADA accommodations you may require Student Email Address Student Signature / Date REOUIRED Supervisor's Signature / Date Supervisor's Name* (PRINT)

'I authorize the above named person to attend the requested class(es)



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